

**MANAGEMENT PROGRAMME (MP)**

**Term-End Examination**

**December, 2022**

**MS-096 : TOTAL QUALITY MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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**Note :** Answer any **five** questions. All questions carry equal marks.

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1. What is the process of formulation of Indian Standards ? Explain standards at various levels.
2. Trace the evolution of Quality Management and Control, highlighting its strategic perspective.
3. Write short notes on the following :
  - (a) Kaizen
  - (b) Quality Business Plan
4. How does Juran's Quality Trilogy reduce the cost of quality ? Explain with the help of graphical representation.

5. What are the different sets of beliefs which should be developed by an organization if it wants to adopt and implement Total Quality Management (TQM) ? Discuss.
  6. (a) What are the quality-related benefits to an organization ? Explain.  
(b) What do you understand by quality-related costs ? Explain.
  7. Discuss the concept and application of reliability with respect to TQM.
  8. Discuss the concept of Quality System Audit.
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